

**PATENT**

**C02-0020-000/CINGP227US**

**CERTIFICATE OF TRANSMISSION**

I hereby certify that this correspondence (along with any paper referred to as being attached or enclosed) is being submitted *via* the USPTO EFS Filing System; **Mail Stop Amendment**; Commissioner for Patents; P.O. Box 1450; Alexandria, VA 22313-1450.

Date: July 17, 2008

/Stacey Bussey/  
Stacey Bussey

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re patent application of:

Applicant(s): Robert E. Tolbert

Serial No: 10/729,793

Filing Date: December 5, 2003

Examiner: Hussein A. El Chanti

Art Unit: 2157

Title: METHOD AND SYSTEM FOR AUTOMATED HANDLING OF SERVICE PROBLEMS IDENTIFIED BY A WIRELESS DEVICE CUSTOMER

**Mail Stop RCE**  
**Commissioner for Patents**  
**P.O. Box 1450**  
**Alexandria, Virginia 22313-1450**

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**SUBMISSION PURSUANT TO 37 CFR §1.114**

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Dear Sir:

This submission is being concurrently filed with an RCE, pursuant to 37 CFR §1.114, for the above-identified patent application. Favorable consideration of the subject patent application is respectfully requested in view of the comments and amendments herein. A credit card payment form is filed concurrently herewith in connection with all fees due regarding this document and the RCE. In the event any additional fees may be due and/or are not covered by the credit card, the Commissioner is authorized to charge such fees to Deposit Account No. 50-1063 [CINGP227US].